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Dee May  
Assistant Vice President  
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May 31, 2002

RECEIVED

Ex Parte

MAY 31 2002

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Marlene H. Dortch:  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: Application by Verizon New Jersey For Authorization to Provide In-Region,  
InterLATA Services in New Jersey, CC Docket No. 02-67

Dear Ms. Dortch:

On May 30, 2002, a telephone conversation was held between the undersigned and Jeff Carlisle of the FCC. In that conversation, Mr. Carlisle was notified that Verizon had just learned that letters advertising Verizon long distance service were mistakenly mailed to approximately 4,000 people in New Jersey by a direct mail company that Verizon had hired to assist with marketing long distance service after Verizon obtains approval to provide such service in New Jersey.

Verizon intended that the New Jersey letters would be held and mailed after it is authorized to offer long distance service in New Jersey. In the middle of May, the direct mail company mailed letters to customers in states where Verizon is already authorized to provide long distance services. At that time, letters to 4,000 New Jersey customers were mistakenly mailed also.

Verizon discovered the error when one of the letters was received by a family member of a Verizon employee. Verizon immediately began working with the direct mail company to identify the names and addresses of the customers who received the letter in error. Verizon has prepared a Western Union letter informing those customers that the direct mail letter was sent erroneously. Verizon is planning to send this corrective letter on Monday, June 3, 2002.

On the day it discovered this error, Verizon also issued a Service Alert to representatives in its consumer service centers serving New Jersey, informing them of the error and reminding them that any customers calling to inquire about Verizon's long distance service in New Jersey should be advised that Verizon has not gained FCC approval to provide long distance service. (Because customers might ask for Verizon long distance in advance of Verizon's ability to provide it even if they had not received such a letter – for example, if customers heard or saw

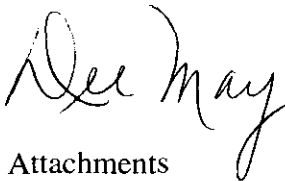
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advertising for Verizon long distance service in New York or Pennsylvania – Verizon has already trained its service representatives to advise customers that Verizon is not authorized to provide long distance services in response to such a request.) Moreover, even if a customer service representative were to try to submit an order to provide Verizon long distance service in New Jersey at this time, long distance calls originating in New Jersey would not go through because such calls would be blocked by the long distance affiliate's switching equipment.

Finally, Verizon will immediately take steps to prevent future mailing errors. Verizon will, for example, send a letter to all of its direct mail vendors to reinforce that Verizon is authorized to provide long distance only in some states. In addition, Verizon will implement additional managerial review of materials prior to their being sent to customers to ensure that sales materials are only being sent to customers in states where Verizon is authorized to provide long distance services.

We have attached copies of the service alert, the corrective letter, and the initial letter, as attachments. While Verizon does not believe that the inadvertent mailing of the letter violates the Telecommunications Act, Verizon regrets the error and any confusion or inconvenience that it may have caused. The twenty-page limit does not apply as set forth in DA 02-718. If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dee May".

Attachments

cc: D. Attwood  
J. Carlisle  
D. Solomon  
M. Carey  
B. Olson  
A. Johns  
S. Pie

# Service Alert

x	Informational		Urgent
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VZ Points: N/A

Systems Impacted: N/A

Distribution Date: May 29, 2002

Effective Date: Immediately

To: Verizon: Former BA NJ only CSSCs, SRCs, VCCDs, MSSCs

Staff Contact: Christopher D. Curtin 617 743-1816

**Subject: Verizon Long Distance Mailing To NJ Customers In Error**

## In Brief . . .

- A pocket of NJ Verizon Customers recently received a direct mail piece, **in error**, asking them to call in and sign up for Verizon Long Distance Service.
- Please apologize to all customers impacted by this direct mailing error.
- Customers calling the CSSC inquiring about Verizon's long distance service should be advised that Verizon has not gained FCC approval to offer long distance service.
- Once Verizon Long Distance gains approval to offer long distance a Service Alert will be sent to all consultants notifying them of this important date.

May 29, 2002

Reviewed by: Christopher D Curtin



**DraftWorldwide**

919 3<sup>rd</sup> Avenue  
New York, NY 10022-3902  
Tel: 212 546 8000

**Copy**

Date: May 31, 2002

Job #:

Rev #:

Client: Verizon Long Distance

File Name:

Job Description: Western Union Letter

To [name of customer]:

Recently, you received a mailing from Verizon Long Distance offering you long distance phone services. We regret to inform you that, at this time, Verizon Long Distance is not yet authorized to offer long distance services in New Jersey. The mailing you received should be disregarded.

We apologize for the mistake and for any inconvenience that this matter may have caused you.

Respectfully,

Verizon Long Distance

[illegible]

And now, the 5 o'clock news.

5¢ long distance  
starting at  
5pm with the new  
Best Times Plan.

NO 118A



**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 100 LANGHORNE, PA

POSTAGE WILL BE PAID BY ADDRESSEE

VERIZON LONG DISTANCE  
PO BOX 565

VERIZON LONG DISTANCE

here's an idea that's worth broadcasting: lower rates when you're actually home to take advantage of them. Like after 5pm on weekdays and all weekend long. It's all part of the Best Times Plan.

**More good news: More time to enjoy lower rates.**

Many of the major long distance companies make you wait until 7 or even 8pm for their lower rates to kick in. With this plan, it's just 5¢ a minute between 5pm–8am, weekdays and all day Saturday and Sunday. And 7¢ a minute all other times. These rates are good for all your domestic, direct-dialed long distance calls. All for just a \$4.75 monthly fee. Just standard taxes and the Universal Service Fund fee will be applied to all domestic and international long distance calls.

Make any international calls? Talk to us about our International Savings Plan and find out how you can save with some of the lowest rates around.

**One bill. One check to write. One easy switch.**

When you have Verizon for your local, regional toll and long distance service, you'll see them all together on one bill. And unlike what you'd find with some long distance carriers, there's no charge for this convenience. So there's only one check to write every month. And to make getting the Best Times Plan even easier, we'll cover the switching fee.

Here's another great reason to sign up. Guaranteed savings. If the prices on your Verizon Best Times Plan go down, you'll get our lower price automatically, without having to ask for it. And if you're spending an average of \$25 or more a month on long distance, we'll periodically evaluate your usage to make sure you're on the right calling plan.

Isn't it about time you had a plan that gives you low rates for all the times you're home to make calls? To sign up for the Best Times Plan, call, return the attached form or visit us online by **July 31, 2002**. If this plan isn't right for you, talk to us. One of our knowledgeable representatives will be happy to help you find the one that's tuned in to your needs.

**Remember, the best time to enroll is by July 31, 2002. Call**

**1 866 257-5459**

(Mon.–Fri., 8am–12am; Sat., 8am–7pm; Sun., 10am–5pm),

return the attached form or visit us at

[www.verizonld.com/NJ](http://www.verizonld.com/NJ) and enter priority code 161VIP.

Service brought to you by Verizon Long Distance.

©2002 Verizon. All Rights Reserved.

## LETTER OF AUTHORIZATION TO CHANGE PREFERRED CARRIER

- ☐ **Yes**, sign me up for the Best Times<sup>SM</sup> Plan.
- ☐ Also, sign me up for the International Savings Plan for an additional \$3 monthly fee.

**Description of services.**

Verizon Long Distance can carry any of the following types of direct-dialed calls:

- **Regional Toll**—calls outside of your local calling area that are not long distance
- **Long Distance**—in-state, state-to-state and international long distance calls

**Sign me up for the services indicated on the following telephone number(s):**

Please identify the lines and services (i.e., call types) for which you'd like Verizon Long Distance to be the preferred carrier. You may have only one preferred carrier per service on each telephone line. Please note that you must authorize Verizon Long Distance as your Long Distance AND International preferred carrier in order for us to process this change request.

1. ( ) -

Please carry the following call types on this number:

☐ Regional Toll ☐ Long Distance (includes international calls)

Please add calling card(s) to this number.

2. ( ) -

Please carry the following call types on this number:

☐ Regional Toll ☐ Long Distance (includes international calls)

Please add calling card(s) to this number.

**Please read the following and sign below.**

**I am authorizing Verizon Long Distance to:**

- Become my preferred carrier for these services and lines
- Replace any previous carrier(s) for these services and lines
- Notify my local phone company of these changes on my behalf

I also understand that my local phone company may charge me a fee for any change(s) in my preferred carrier(s).

**My signature verifies I am:** The person authorized to make changes on this billing account.

I understand that my signature below will result in a preferred carrier change for the services I have selected on this form.

X

Signature

Date

**Subscriber information for telephone lines and services affected by this preferred carrier change.**

**Please affix mailing label or print any address corrections in the space provided.**



Verizon Long Distance  
P.O. Box 150  
West New York, NJ 07093



Sample A. Sample  
12 Main St.  
Anytown US, 12345-6789



**This just in:**

Verizon Long Distance is now available in New Jersey.  
Sign up by July 31, 2002 for a low 5¢ long distance rate  
that starts at 5pm.

(A lot earlier than you'd find elsewhere.)

[www.verizonld.com/NJ](http://www.verizonld.com/NJ)

BTNJMV